

**SUPERIOR COURT OF ARIZONA - MARICOPA COUNTY**  
**EMPLOYMENT OPPORTUNITY**

Employees of the Superior Court, Justice Courts and court departments are employees of the judicial branch. Positions in the court system may be in the classified service subject to the Judicial Merit System Resolution and Rules.

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**OPEN COMPETITIVE**

**HELP DESK TECHNICIAN**

**(INFORMATION SYSTEMS TECHNICIAN II)**

**GRANT FUNDED POSITION AVAILABLE WITH THE ADULT PROBATION DEPARTMENT -- MAY  
REQUIRE EVENING AND NIGHT WORK**

**RECRUITMENT DATES:** Monday, August 21, 2000 – Open Until Filled

**SALARY:** \$10.36 - \$12.95 Per Hour

**POSITION QUALIFICATIONS:** A High School Diploma or G.E.D. Certificate and four years of experience in client systems support or a closely related field. An equivalent combination of education and job related experience may substitute on a year for year basis. **PREFERRED:** Preference will be given to candidates with experience in the following: Office 97, Word Perfect 5.1 and 6.1, Windows NT, Windows 95 and 98, Novell, GroupWise, Outlook, software installation and upgrades, IBM compatible PC usage and repair, HP Laser Jet series printers, network cards, upgrades and installation of PC's and peripheral devices.

**ESSENTIAL JOB TASKS:** Evaluates problems from various Superior Court departments and divisions; provides solutions to hardware, software and network problems via telephone, e-mail or direct contact; directs miscellaneous trouble calls to technicians; trains users on miscellaneous hardware and on sundry software applications; enters trouble call information into database; maintains documentation and provides customer service; maintains attendance standards.

**SELECTION PROCEDURE:** Pursuant to the Judicial Merit System Resolution and Rules, the Maricopa County Human Resources Department performs recruitment, assessment and other personnel functions on behalf of the Court system and its departments. **EDUCATION/EXPERIENCE EVALUATION.** The Human Resources Department reserves the right to admit to the exam process only those candidates who are considered the most highly qualified. Those selected will be scored based on an evaluation of listed education and experience. The hiring authority will interview and select the successful candidate from a list provided by the Human Resources Department.

**NOTE TO EMPLOYEES:** Unless you are a temporary or unclassified employee, you must have successfully passed initial probation before your application can be considered.

**FILING PROCESS:** Required County Application Form (3100-049) AND SUPPLEMTN must be received by 5:00 p.m. on the recruitment closing date. Applications and information may be obtained at the Maricopa County Human Resources Department located in Suite 200 of the County Administration Building, 301 West Jefferson, Phoenix, Arizona 85003-2145. Phone: 602- 506-3755. Teletypewriter (TT) 602- 506-1908. RECORDED JOB MESSAGE: 602-506-3329  
INTERNAL RECORDED JOB MESSAGE: 602-506-3329. Internet Address:  
[www.maricopa.gov](http://www.maricopa.gov)

**WHAT HAPPENS TO YOUR APPLICATION:** Refer to page 4 of the application form for complete information.

IT IS THE POLICY OF THE SUPERIOR COURT OF MARICOPA COUNTY  
NOT TO DISCRIMINATE IN EMPLOYMENT OR THE PROVISION OF SERVICES  
AN EQUAL OPPORTUNITY EMPLOYER

**ANNOUNCEMENT NUMBER:** 106121.LBS-7B  
**RECRUITMENT ABBREVIATION CODE:** IST-HELP  
**INFORMATION SYSTEMS TECHNICIAN II**

**DATE PUBLISHED: Monday, August 21, 2000**

## SUPPLEMENTAL INFORMATION HELP DESK TECHNICIAN

**PLEASE NOTE:** This form does NOT replace the information requested on the "Application for Employment." Be sure your application and this supplement are both accurate and complete. Information provided on this supplement will be used to determine your eligibility for this position. **FAILURE TO SUBMIT THIS FORM ALONG WITH YOUR APPLICATION MATERIALS MAY DISQUALIFY YOU FROM FURTHER CONSIDERATION FOR THIS POSITION.**

1. Do you have experience with the following products:

WordPerfect 5.1?	YES _____	NO _____
WordPerfect 6.1?	YES _____	NO _____
Windows NT?	YES _____	NO _____
Windows 95?	YES _____	NO _____
Windows 98?	YES _____	NO _____
Novell?	YES _____	NO _____
GroupWise?	YES _____	NO _____
Outlook?	YES _____	NO _____

2. Describe your experience performing software installations, upgrades, and installations of PC's and peripheral devices.

3. Do you have experience in a help desk environment supporting PC's, terminals and networks?  
YES \_\_\_\_ NO \_\_\_\_ PLEASE DESCRIBE:

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Applicant Signature/Date